



Refund of Course Fee Policy

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Refund of Course Fee Policy

1. Introduction

- 1.1. The Policy has been developed to give guidance regarding requests for refunds of course fees where a student or employer has paid a course fee.

2. Purpose and Aims

- 2.1. The College will offer you fair treatment whilst protecting the College's finances.
- 2.2. Your request for a course fee refund should be submitted in writing to the Finance Department. If you need assistance in completing a request, then please contact the Finance Department.
- 2.3. If you are eligible to have your fee refunded in full or in part, then the refund will normally be made within 15 working days of receiving your written request.

3. Scope

- 3.1. The College Refund of Course Fee Policy will be applied to all courses.
- 3.2. The burden of proof is on the student to satisfy the college with evidence of their eligibility status.

4. Policy Statement

- 4.1. The following table sets out the circumstance under which the College will consider whether or not to accept your request for a refund.

CIRCUMSTANCE	REFUND
1. College has cancelled your course due to lack of numbers/over enrolment/any other reason, such as cancellation due to industrial action.	Full refund

CIRCUMSTANCE	REFUND
2. You have paid your fees prior to course commencement but the College withdraws your offer of a place on the course.	Full refund
3. The College has altered the course timetable significantly and you, therefore, are unable to attend.	Full refund
4. You were unaware of your eligibility for a fee waiver at the time of enrolment.	Full refund
5. You paid your fees pending confirmation of a bursary/SAAS award.	Full refund When documentary evidence of award is produced.
6. You, your dependent or immediate relative suffers a serious physical/ mental illness/accident that prevents you from completing your course (doctor's certificate may be required).	Proportional refund
7. If you are in full-time employment and a change in your work pattern makes course attendance impossible.	Proportional refund
8. You were advised to leave the course by a senior member of staff for educational reasons (provided your attendance and/or conduct was satisfactory).	Proportional refund
9. You were advised to leave the course as a result of gross mis-conduct per the student disciplinary policy.	No Refund
10. You enrolled on a part-time course and have paid your course fee but were subsequently made compulsory redundant and are unable to continue to attend the course.	Proportional refund
11. An international student is unable to obtain a visa to study in the UK, and this has been through no fault of their own i.e. the College has no reason to	Full refund less £100 administration fee upon provision of Visa refusal notice.

CIRCUMSTANCE	REFUND
believe they have been involved in fraudulent activity.	
12. An international student is unable to obtain a visa to study in the UK due to fraudulent activity.	£1,000 will be retained by the College and the balance of the course fee refunded.
13. An international student is unable to travel to the UK to attend the course for a reason other than visa refusal.	£1,000 will be retained by the College and the balance of the course fee will be refunded.
14. An international student decides to leave the course once in the UK (irrespective of how long they have been attending)	If eligible for a refund based any of the above criteria, a refund will only be processed once proof has been received that the student has returned to their home country.
15. No request is made for a refund of fees within 3 years of payment being received.	No refund

4.2 SFC fundable courses

If you are required to pay a course fee and accept a place on a course but subsequently cancel your booking in advance of the course commencement, then you will normally receive a refund less an administration fee. Administration fee will be 20% of the course fee (up to a maximum fee of £100 for SFC fundable courses). In exceptional circumstances the Administration Fee may not be charged but this would need to be approved by the Head of Finance or the Finance Manager.

4.3 Non SFC fundable courses (Commercial)

If you are required to pay a course fee and accept a place on a course but subsequently cancel your booking in advance of the course commencement, then you will receive a refund based on the following

0-5 working days' notice – No Refund

6-25 working days' notice – 20% of course fee payable

Over 25 working days' notice – Full Refund

Proportional refunds will be calculated based on the official last date of attendance.

4.4 Discretionary Refunds

In exceptional circumstances the refund policy can be over-ridden at the College's discretion with prior approval from the Finance Director.

5. Definitions

SFC	Scottish Funding Council (SFC) is the funding body for Scotland's Colleges
Fundable course	SFC has strict eligibility rules to access grant funding to support the delivery of a course. Courses eligible for funding are categorised as Fundable courses.

6. Responsibilities

6.1. COMPLAINTS

If you or your employer wishes to complain about a refund decision or the process, then please follow the College's normal complaint procedure.

6.2. DATA PROTECTION ACT

The personal data you provide will be processed by the College for the purposes of administering and assessing your application, supporting the preparation of grant claims, and producing statistical information.

The processing of your personal data is carried out in accordance with applicable UK data protection legislation, including the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). Your information will be held securely within the College's student records systems and accessed only by authorised staff.

Your data may be shared, where necessary, with authorised external auditors and regulatory bodies for the purposes of auditing and compliance with the College's legal, regulatory and financial obligations in accordance with Article 6(1)(c) of UK GDPR.

7. References

7.1. Policy Framework

Associated Policies and Procedures	Title
Student Disciplinary	Student Disciplinary Policy V6.1

7.2. Other College Policies and Procedures

Policy / Procedure	Title

7.3. External References

Source	Title
Financial Memorandum	SFC Financial Memorandum for Scotland's Colleges.

8. Document Control and Review

Approval Status	Approved
Approved by	Finance Committee
Date Approved	16 September 2026
EQIA Status	Initial Screening Conducted? Yes: ☒ No: ☐ Full EQIA Conducted? Yes: ☒ No: ☐
Proposed Review Date	May 2029
Lead Department	Finance
Lead Officer(s)	Chief Financial Officer
Board Committee	Finance Committee
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9. Revision Log

Version Date	Section of Document	Description of Revision
V1		Initial post merger policy
V2		General update
V3		4.3 Amendment for commercial courses
V4	4	Update to refund criteria
V5		General update
V6	4	Update to refund criteria and general update
V7	4	Update to refund criteria and general update Section 6.2 Data Protection Wording updated and reviewed by DPO.

V8	4.1 Point 6	Updating illness to include mental illness.
	4.1 Point 9	Addition of new section in the event of student gross misconduct, fee situation.
	4.4	Updated title to Finance Director